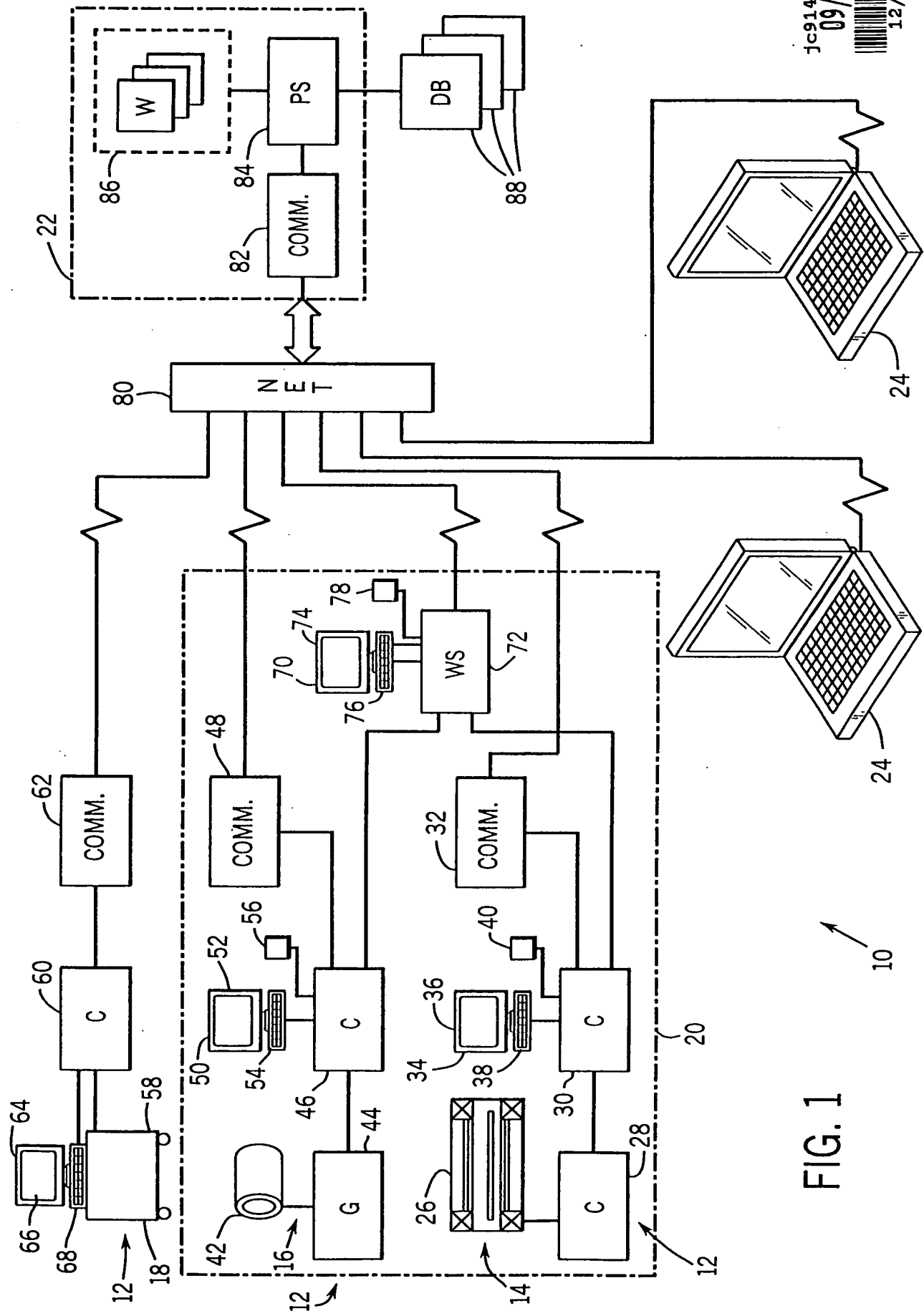


+

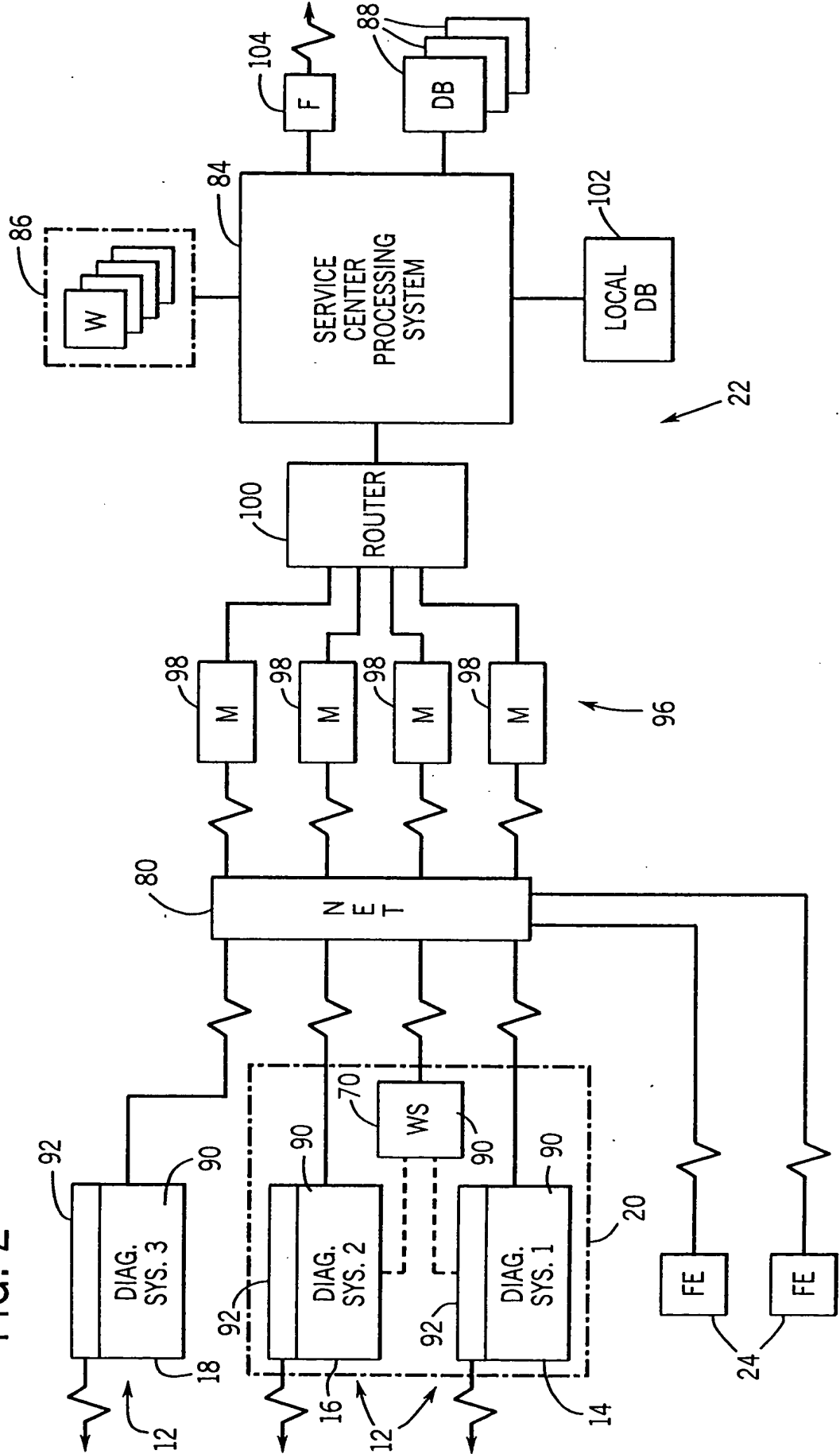


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FIG. 1

+

FIG. 2



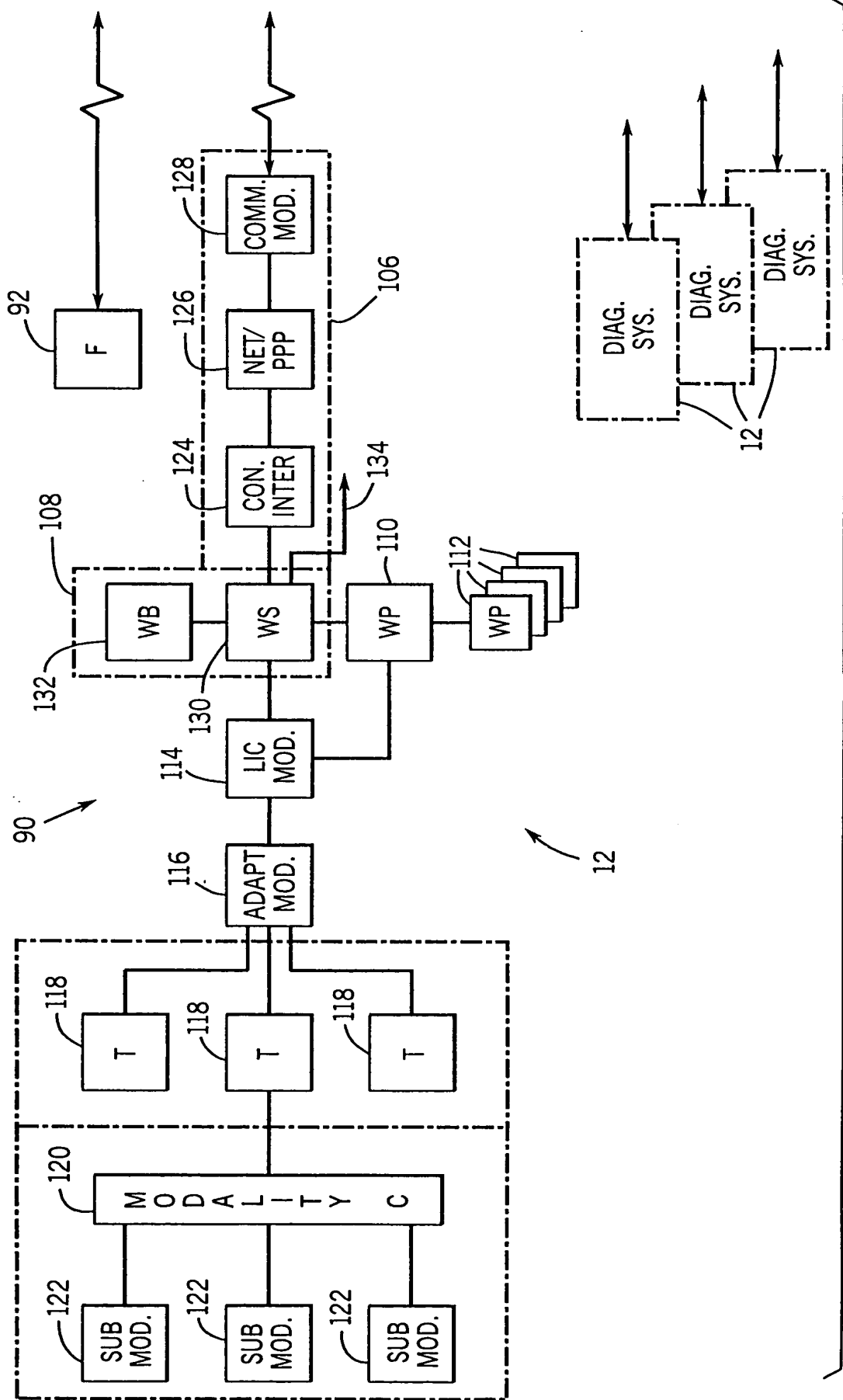


FIG. 4

FIG. 4 is a block diagram of a network system architecture. The system includes a central ROUTER (100) connected to a central bus (94). The ROUTER is connected to four modems (98) which interface with external networks. The bus (94) connects to various servers and databases: AN. SERV. (142), AUTO SERV. (136), HTTP SERV. (140), SCH. (148), LIC. SERV. (144), LIC. DB (146), ENG. WS (86), FAX (104), REP. SERV. (150), MESS. SERV. (152), SOFT. SERV. (154), and DB (156). The SCH. block is connected to the ROUTER and the bus. The FAX, REP. SERV., MESS. SERV., and SOFT. SERV. blocks are connected to the bus. The AN. SERV., AUTO SERV., HTTP SERV., LIC. SERV., LIC. DB, and ENG. WS blocks are connected to the bus. The ROUTER is also connected to a TO ROUTER 100 block (158) and a TO ROUTER 100 block (154). A dashed line (138) separates the left side of the bus from the right side. A reference numeral 22 points to the entire system.

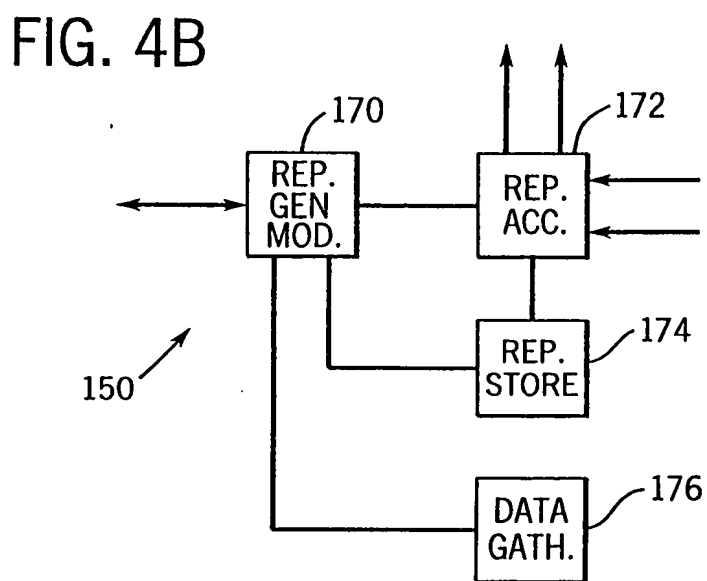
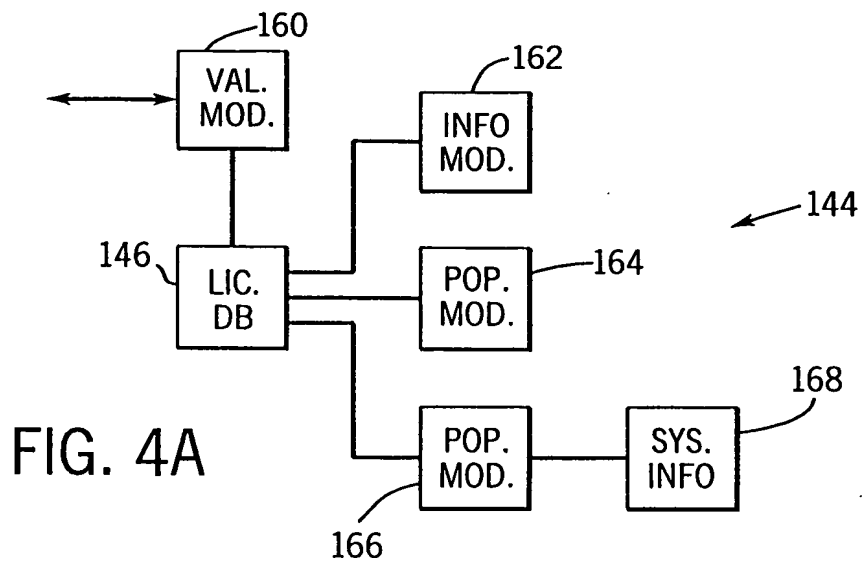


FIG. 5

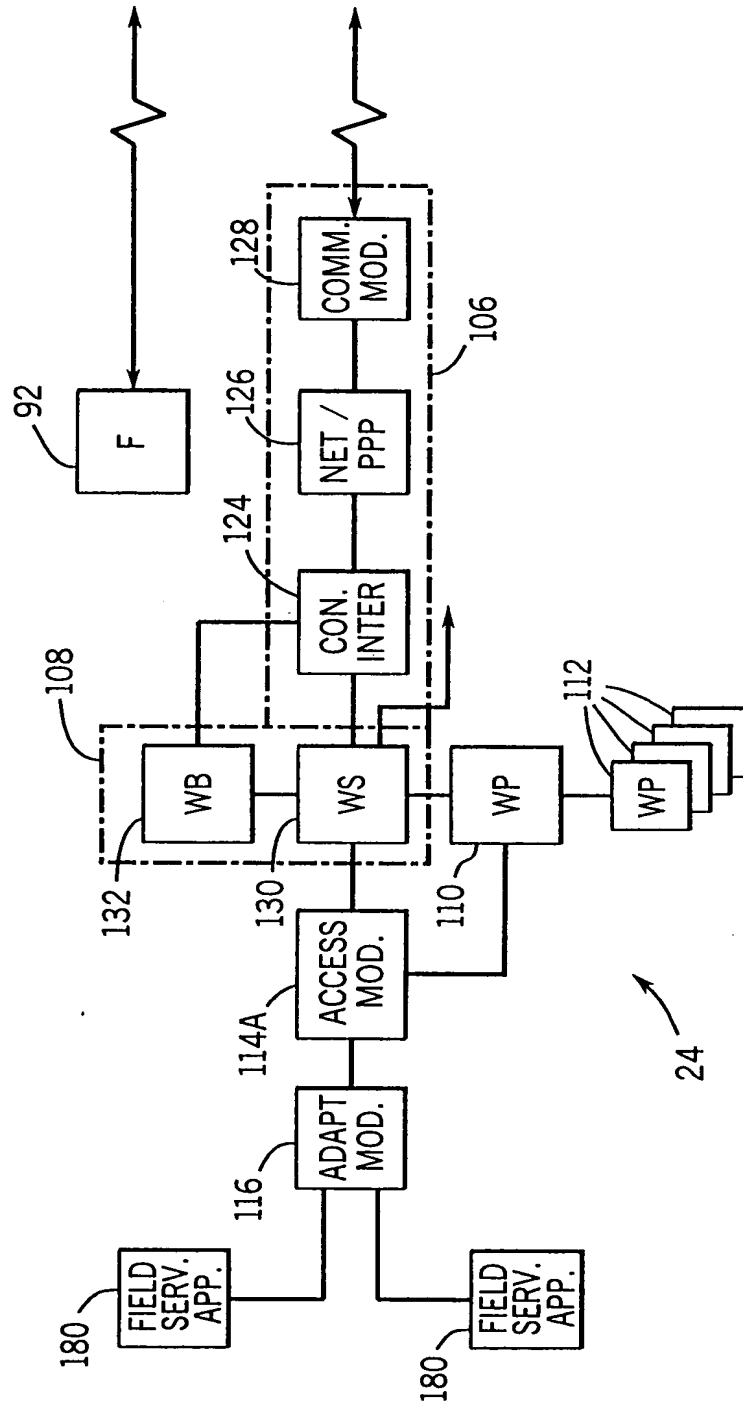


FIG. 6

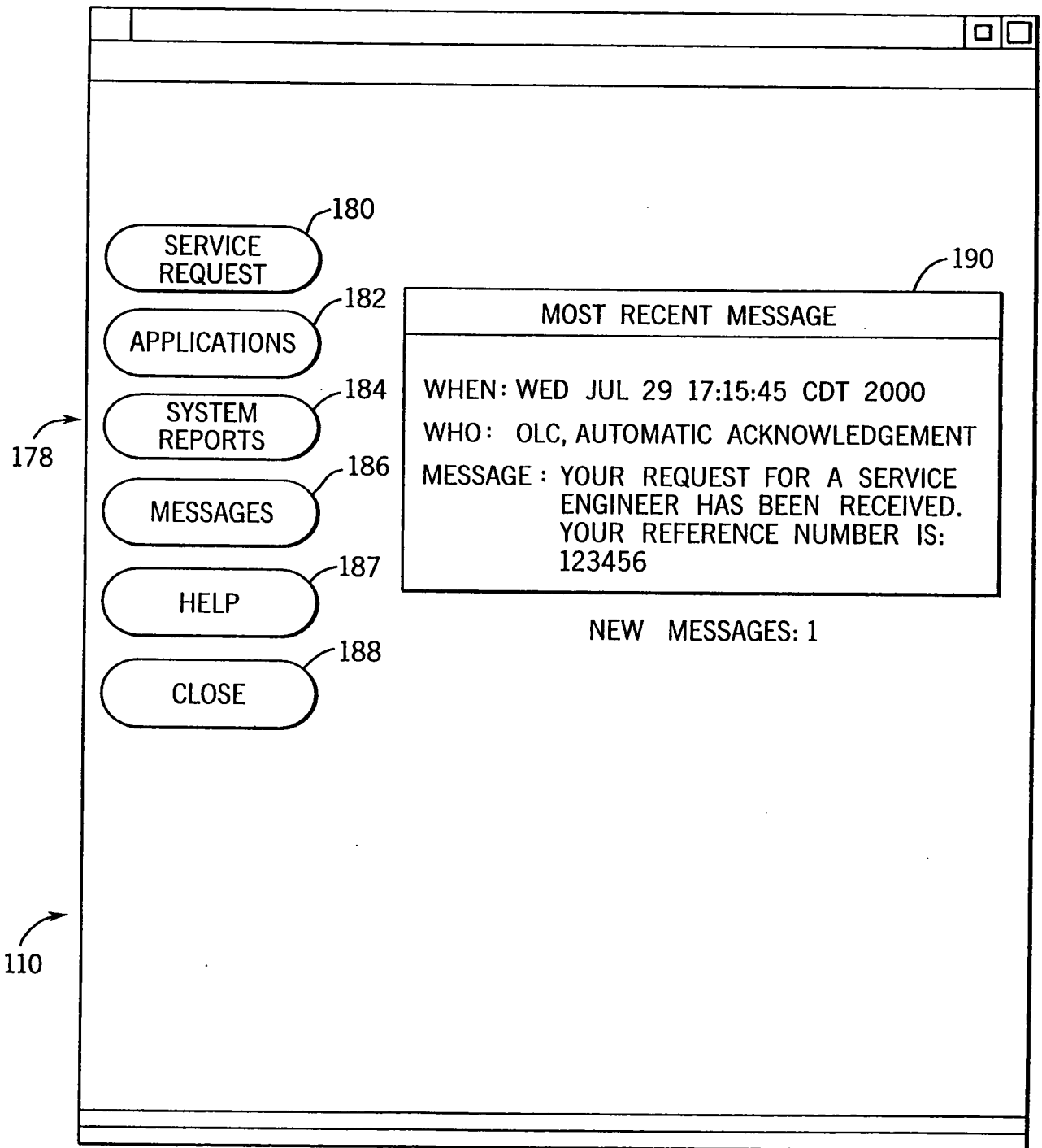


FIG. 7

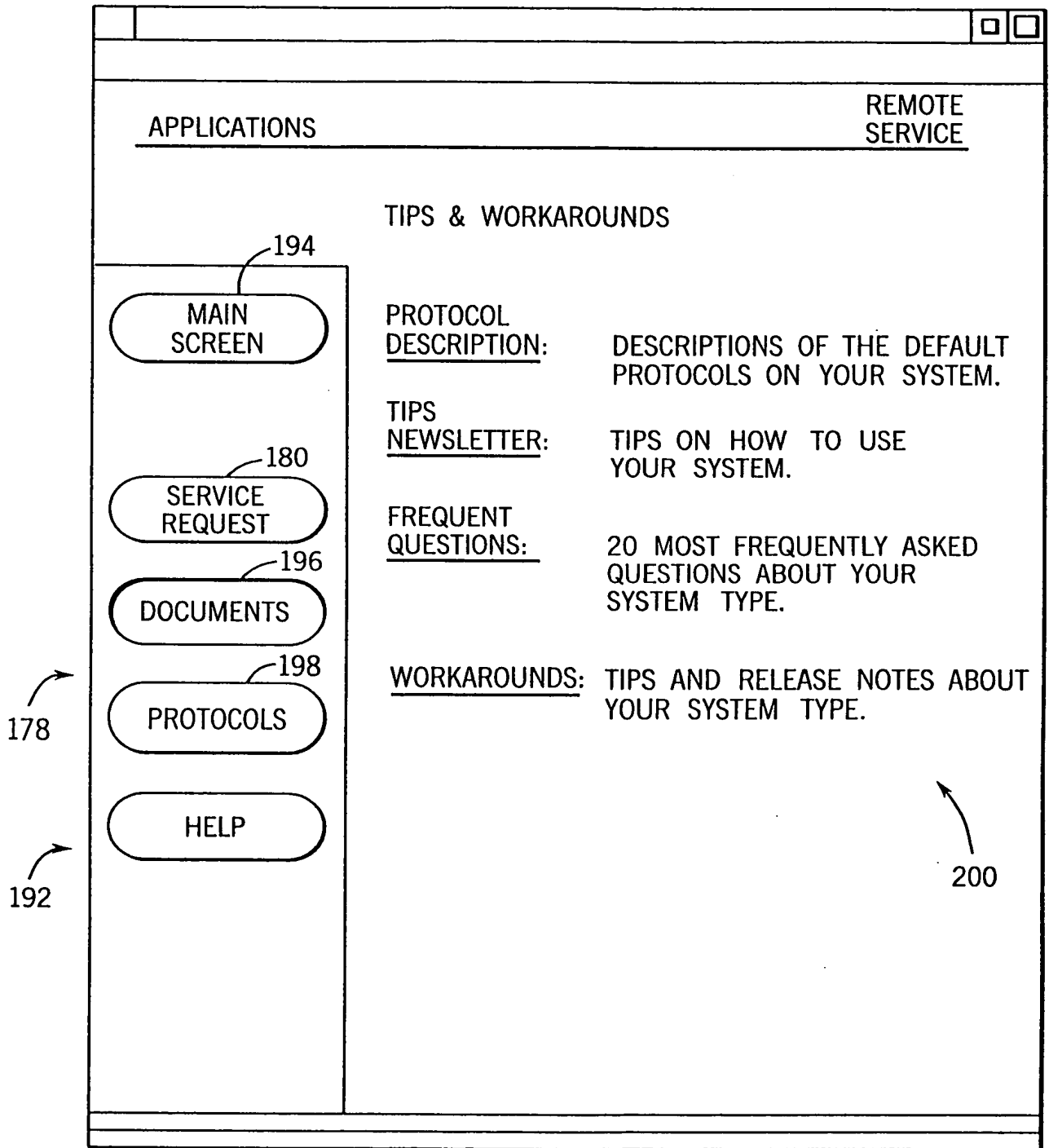




FIG. 8

The image shows a web browser window displaying a 'SERVICE REQUEST' form. The browser's title bar includes standard window controls. The form has a header with 'SERVICE REQUEST' on the left and 'REMOTE SERVICE' on the right, followed by the tagline '...YOUR FASTEST CONNECTION TO A REMOTE SERVICE ENGINEER...'. A left sidebar (178) contains four buttons: 'MAIN SCREEN' (194), 'SERVICE REQUEST' (180), 'SERVICE CENTER PHONE', and 'HELP'. The main content area (202) is titled 'REASON FOR CONTACTING SERVICE FACILITY:' and includes two buttons: 'URGENT PROBLEM' (204) and 'APPS QUESTION'. Below this is the 'PROBLEM AREA' section with radio button options: 'PRESCRIPTION', 'ACQUISITION', 'DISPLAY', 'ARCHIVAL', 'FILMING', 'NETWORKING', 'IMAGE QUALITY', and 'OTHER' (206). The 'SUBMITTER' field has a 'SELECT NAME' dropdown and an 'OTHER' text box (208). The 'PHONE' field has a 'SELECT PHONE NUMBER' dropdown and an 'OTHER' text box (210). The 'IMAGE (EXAM /SERIES /IMAGE) ==>E' field contains three input boxes (212). A large text area for 'PROBLEM DESCRIPTION:' (212) is provided. The 'PROBLEM DATE /TIME:' field (214) shows '8 /27 /00 13:21'. A 'SEND TO SERVICE CENTER' button (216) is at the bottom right.

SERVICE REQUEST

REMOTE SERVICE

...YOUR FASTEST CONNECTION TO A REMOTE SERVICE ENGINEER...

MAIN SCREEN 194

SERVICE REQUEST 180

SERVICE CENTER PHONE

HELP

REASON FOR CONTACTING SERVICE FACILITY:

URGENT PROBLEM 204

APPS QUESTION

PROBLEM AREA

☐ PRESCRIPTION ☐ ARCHIVAL ☐ IMAGE QUALITY 206

☐ ACQUISITION ☐ FILMING ☐ OTHER

☐ DISPLAY ☐ NETWORKING

SUBMITTER: SELECT NAME OTHER: 208

PHONE: SELECT PHONE NUMBER OTHER: 210

IMAGE (EXAM /SERIES /IMAGE) ==>E 212

PROBLEM DESCRIPTION: 212

PROBLEM DATE /TIME: 8 /27 /00 13:21 214

SEND TO SERVICE CENTER 216

FIG. 9

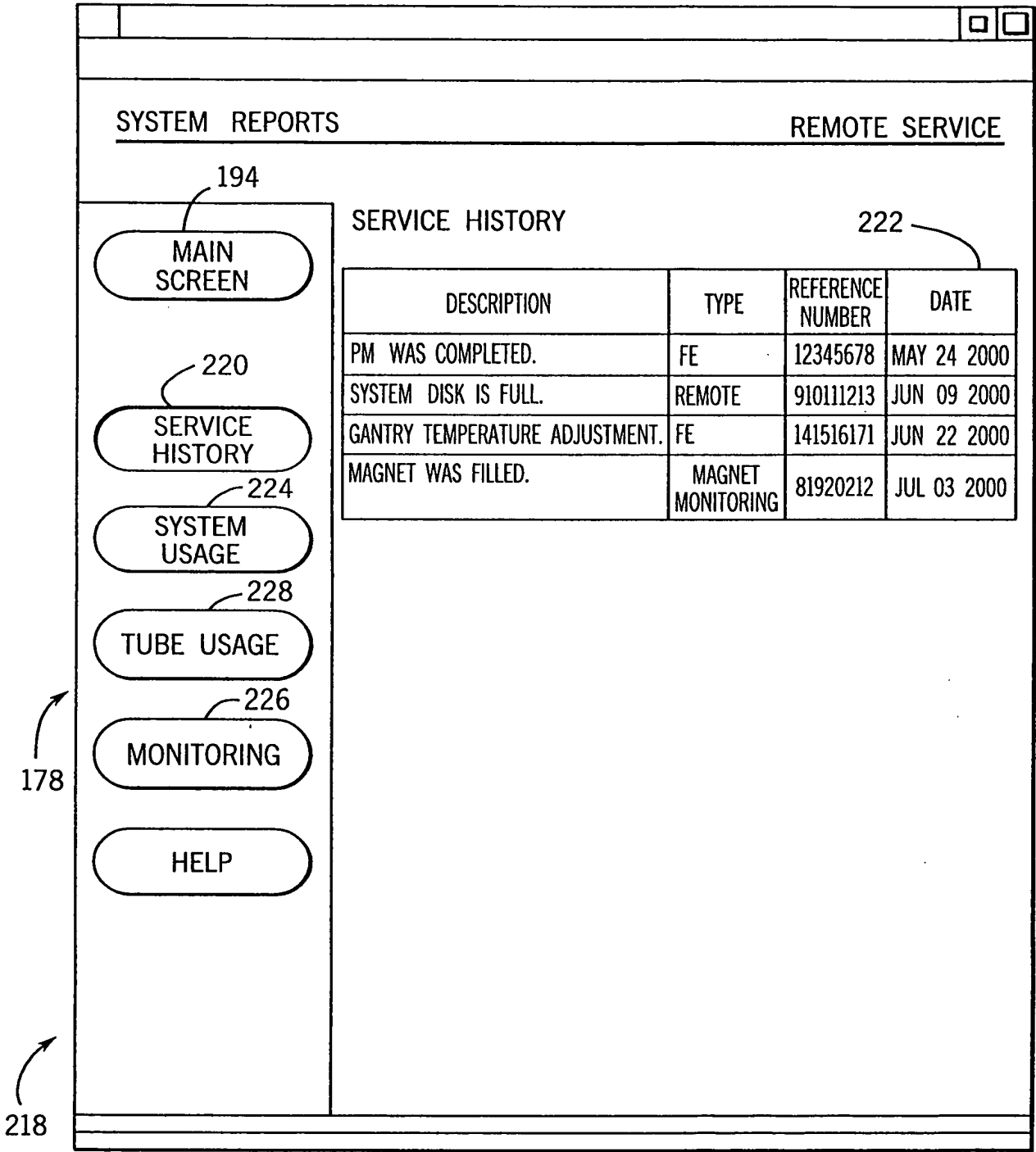
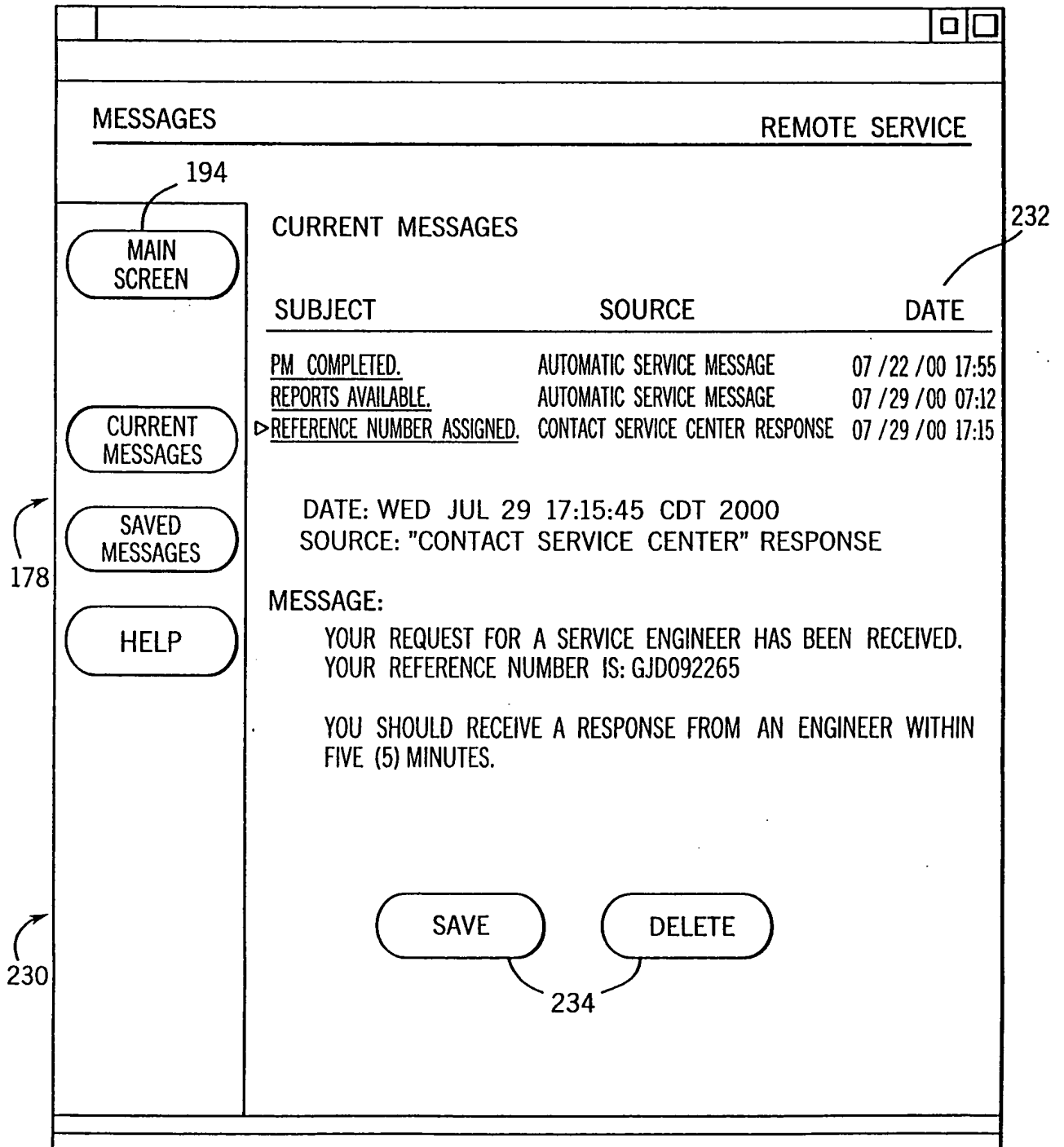


FIG. 10



+



FIG. 12

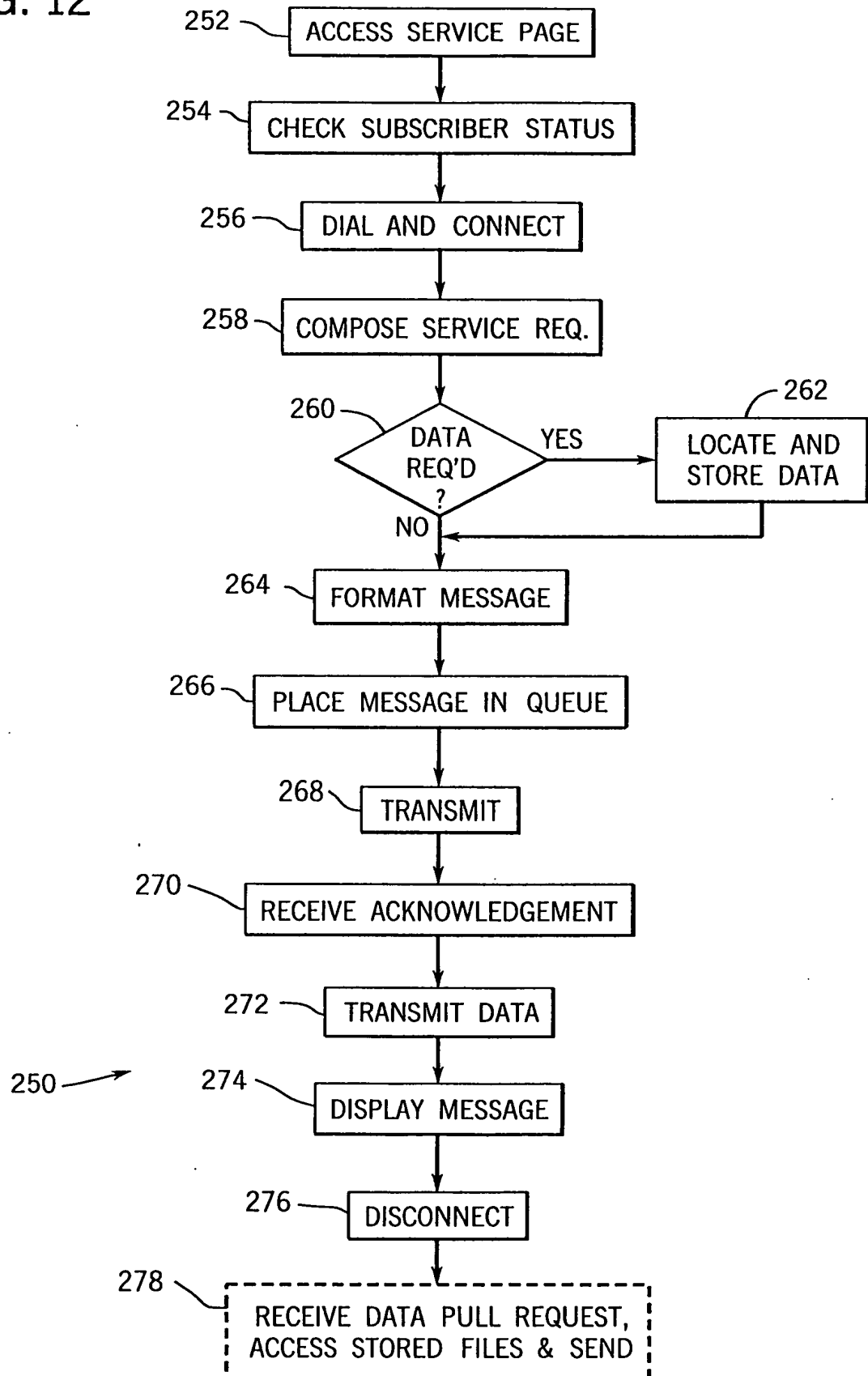


FIG. 13

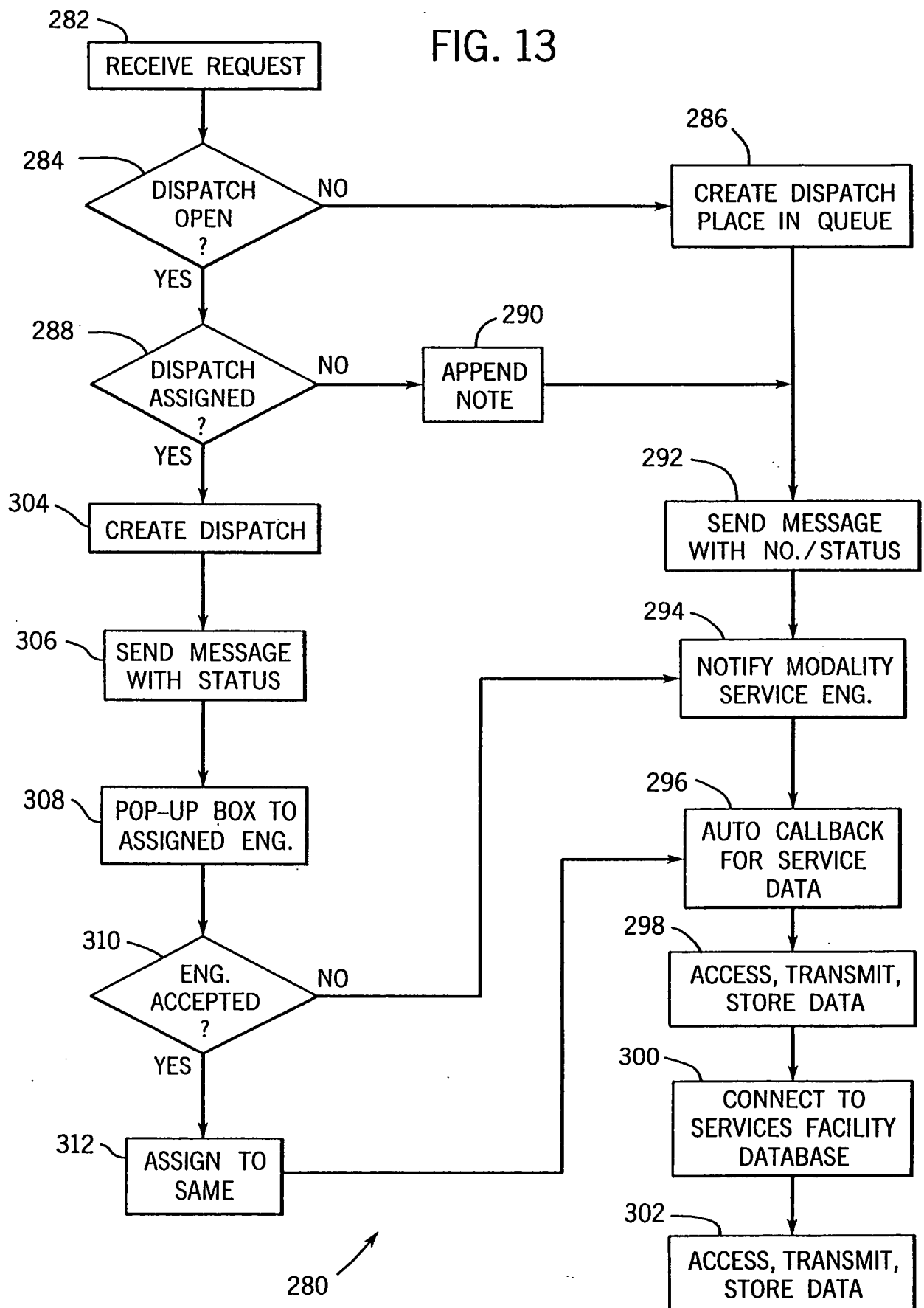


FIG. 14

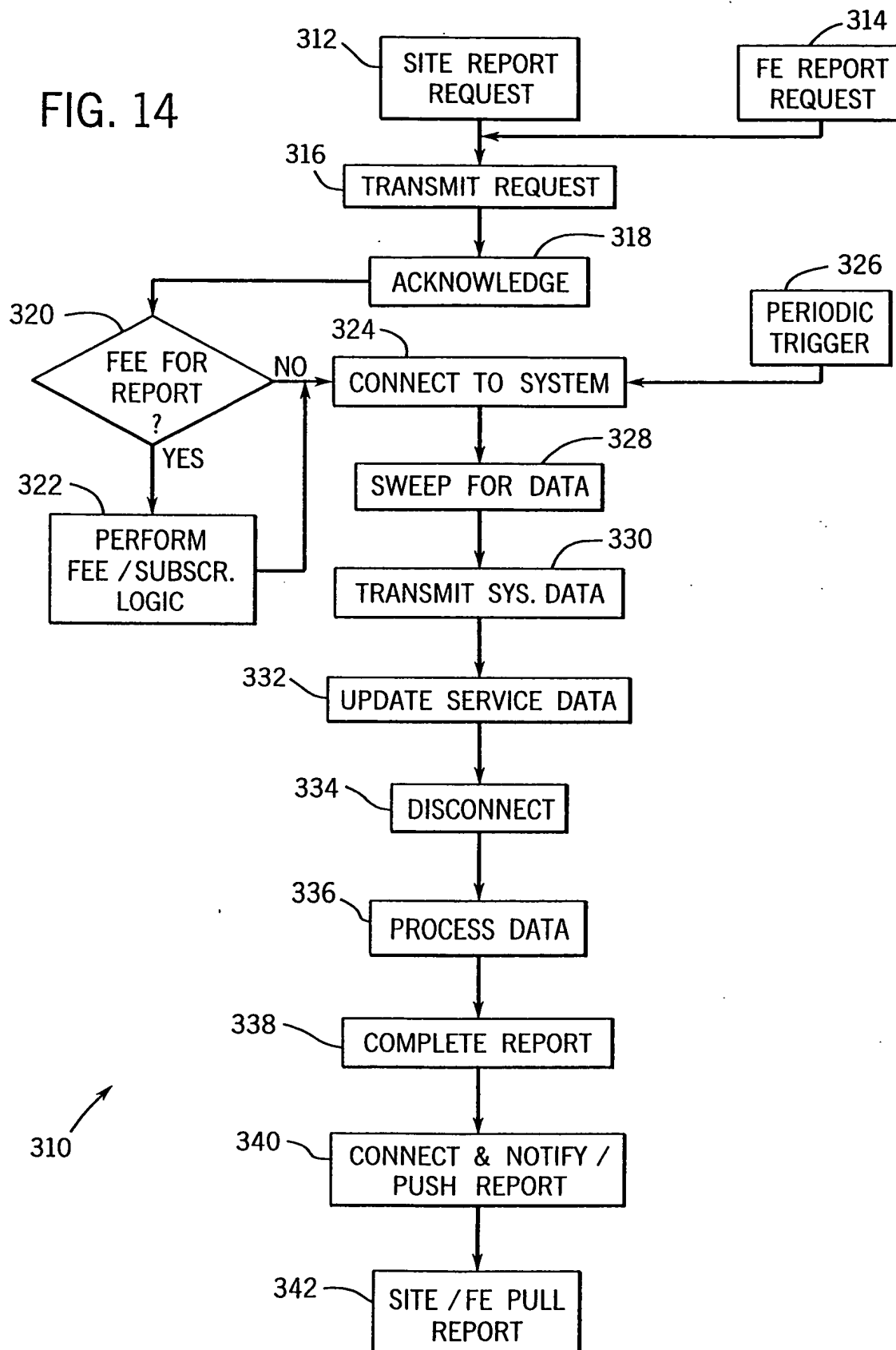


FIG. 15

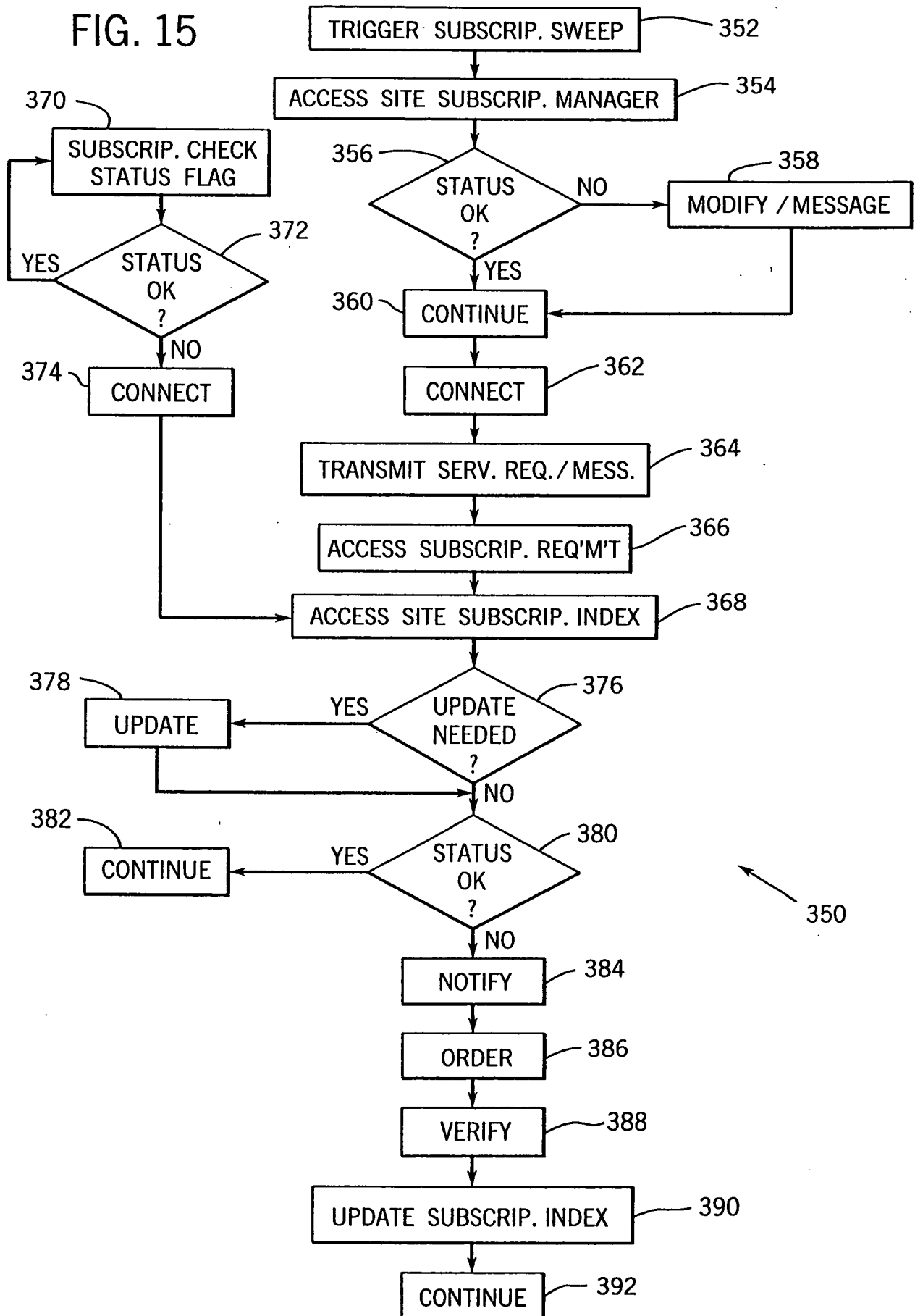




FIG. 16

